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Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

PATENT  
Attorney Docket No.: 021756-016200US  
Client Ref. No.: OID-2005-245-01

On August 18, 2006

TOWNSEND and TOWNSEND and CREW LLP

By [Signature]

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Alan Ballard et al.

Application No.: 10/035,413

Filed: December 28, 2001

For: CUSTOMIZATION OF  
IMMEDIATE ACCESS AND HOTKEY  
FUNCTIONALITY IN AN INTERNET  
APPLICATION USER INTERFACE

Customer No.: 51206

Confirmation No. 3118

Examiner: Ryan F. Pitaro

Technology Center/Art Unit: 2174

AMENDMENT

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed May 18, 2006, please enter the following amendments and remarks:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 20 of this paper.